

GOLF COURSE PRO-SHOP SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
0238	Golf Course Pro-Shop Assistant	04	078	6 mo.	06/30/98
2403	Golf Course Pro-Shop Manager	03	078	6 mo.	06/30/98

Promotional Line: 106

Series Narrative

Employees in positions allocated to this series perform or supervise the sales and service activities offered by a golf course pro-shop.

They typically:

- sell merchandise in the pro-shop
- teach golf techniques, rules, and regulations to others
- schedule and/or host events at the golf course (such as classes, clinics, camps, and tournaments)
- direct and/or train subordinate employees
- maintain financial records of the pro-shop and, at the higher level, establish and maintain its budget.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Golf Course Pro-Shop Assistant **0238**

Employees at this level perform sales and service duties in a golf course pro-shop and assist in the management of the shop. They work under general supervision from a designated supervisor.

A Golf Course Pro-Shop Assistant typically –

1. sells or rents golfing merchandise and related items (such as golf balls, clubs, shoes, jackets, bags, carts, food, and beverages)
 - a. informs customers of product features and serviceability
 - b. operates a cash register
 - c. makes change
 - d. balances the drawer at the end of the day

- e. assists in ordering and displaying merchandise
- 2. maintains records of the operation of the pro-shop
 - a. completes daily sales reports
 - b. periodically completes inventory records of merchandise and food
- 3. assists in the supervision of student or other lower level employees working in cashier, starter, food service, or ranger positions
 - a. assists in interview and selection procedures
 - b. trains employees in the performance of their duties
 - c. makes and revises work schedules to meet the demands of a seasonal patron traffic flow
- 4. assists in the development of methods to teach golf to individuals or groups (such as leagues or clinics); instructs individuals or groups in golf techniques, etiquette, rules, and regulations
- 5. repairs golf clubs (such as regripping, reshafting, and rewhipping)
- 6. assists supervisor in development of policies, procedures, and reporting forms for the golf course and pro-shop
- 7. assists supervisor in identifying and solving problems that might arise (such as granting or denying refunds, dealing with complaints about the course, food, or merchandise, or dealing with golfers who misuse golf carts or damage the course)
- 8. performs other related duties as assigned

Level II: Golf Course Pro-Shop Manager**2403**

Employees at this level supervise and perform technical operations of a golf course pro-shop and teach golf to others. They work under direction from higher level personnel.

A Golf Course Pro-Shop Manager typically –

- 1. manages the operations of the pro-shop:
 - a. coordinates operational needs of the golf course with other administrative units (such as physical education department, intercollegiate athletics, and university or local schools)
 - b. schedules or directs the scheduling of events (such as classes, clinics, camps, and tournaments) on the golf course facilities (course, practice greens, driving range, and cross-country track)
 - c. coordinates the maintenance of motor carts, pull carts, and rental clubs with assigned personnel

- d. establishes and administers budgets relating to procurement, sales, contractual services, and printing by directing the maintenance of, or maintaining, bookkeeping records and reports
 - e. manages the sale of merchandise and food, including internal and external purchasing, costing inventories, and preparation of income statements
2. directs the work activities of subordinates (such as hiring, training, evaluating, scheduling, and approving payment of employees in the pro-shop)
3. develops and manages a program for teaching golf to individuals and groups (such as leagues or clinics); instructs individuals and groups in golf techniques, etiquette, rules, and regulations
4. implements and enforces a system for golf cart traffic control
5. monitors course playing conditions and reports concerns to appropriate personnel
6. maintains communications and public relations with golf course patrons, university and community golfing associations, and other pro-shop managers
7. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Golf Course Pro-Shop Assistant

0238

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. six months of experience in sales that included bookkeeping or record keeping tasks
2. Any one or any combination of the following types of **additional** preparation:
 - (a) credit for college course work in any field
 - (b) clerical or cashiering experience

that totals 1.0 unit according to the following conversion rates:¹

60 semester hours of “a” = 1.0 unit

18 months of “b” = 1.0 unit.

3. experienced golfer with four seasons of play

¹ Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

NOTE: Registration as an Apprentice with the Professional Golfers' Association (PGA) or Ladies Professional Golfers' Association (LPGA) satisfies all requirements for the Golf Course Pro-Shop Assistant class.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of golf equipment
2. knowledge of basic bookkeeping principles
3. knowledge of USGA rules of golf
4. knowledge of golf etiquette
5. ability to make basic repairs on golf clubs
6. ability to operate a cash register and make change
7. ability to supervise others
8. ability to work with students, faculty, administrators, and the public
9. ability to deal with problems and situations that may rise on the golf course or in the pro-shop
10. ability to analyze and correct an individual's golf swing
11. ability to develop lesson progressions to teach golf techniques to individuals or groups
12. ability to host golf tournaments or clinics

Level II: Golf Course Pro-Shop Manager

2403

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. two years of experience performing duties as outlined in the Golf Course Pro-Shop Assistant class, including assisting in the development of instructional golf programs (to include lessons/classes, clinics, camps, and tournaments)
2. Any one or any combination of the following types of **additional** preparation:
 - (a) credit for progressively more advanced college course work that would lead to a major in business administration/management, accounting, recreation, physical education, or a related field
 - (b) experience in recreation facilities management, teaching and/or coaching golf, and/or business at a managerial level
 - (c) experience performing duties as outlined in the Golf Course Pro-Shop Assistant class

that totals 1.0 unit according to the following conversion rates:²

120 semester hours (or Bachelor's degree) of "a" = 1.0 unit

3 years of "b" = 1.0 unit

3 years of "c" = 1.0 unit.

3. experienced, accomplished golfer with four seasons of play and a handicap of five or less as recognized by the U.S. Golf Association

NOTE: Status as an active Class A member of the PGA or LPGA or as an active Master Professional member of the PGA satisfies all requirements for the Golf Course Pro-Shop Manager class.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of basic bookkeeping principles
2. knowledge of budget preparation and maintenance
3. knowledge of golf equipment
4. knowledge of USGA rules of golf
5. knowledge of golf etiquette
6. ability to deal with problems and situations that may arise
7. ability to coordinate and schedule a variety of activities
8. ability to prepare and complete various reports
9. ability to maintain inventories and purchase needed items
10. ability to supervise others
11. ability to analyze and correct an individual's golf swing
12. ability to develop programs to teach golf techniques to individuals and groups
13. ability to recognize improper course conditions
14. ability to work with students, faculty, administrators, and the public

² Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

Golf Course Pro-Shop Assistant.....	Revised
Golf Course Pro-Shop Manager	Revised